

## **Transcript: Sara**

**Marulanda-5965838538981376-5953100236406784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits NetCard. My name is Sarah, and I have your ... I'm sorry, what did you say? I say, we are Benefits NetCard. ... card. Thank you very... How may I help you today, ma'am? Um, I got like a issue with my health insurance. Um, so I go every three months and I get a outpatient surgery procedure done and I had called a couple, I believe like a last month to make sure that my insurance would cover it and the lady I talked to re- uh, assured me multiple times that my insurance will cover it 'cause I asked her if I needed to upgrade my insurance or what I needed to do to make sure that it will cover my outpatient or inpatient or whatever procedure it's called and... and come to find out, it doesn't cover it. Okay, let me check your account. Eh, may I have please the name of the agency and the last four of your Social? Um, uh, it is The Resource and my so- last four of Social is 4904. Thank you very much. And I guess for security purposes, can you please verify your address and date of birth? My address is 1061 Melrose Court, East Bend, 27018, North Carolina and then... What was the other question? Your date of birth and address. 4/20/2000. Email hopwilson2000@yahoo.com? Yes, that's it. Uh, phone number is 336-466-8290? Yep, that's it. Okay, thank you very much. Let me review the information here on the file. You say it was like three months ago? No, it was like last month before I scheduled my, uh, procedure and um, I got a call Friday saying that the procedure wasn't going to be covered. Only \$60 was going to be covered, but the lady I talked to told me multiple times... I'm not sure who I talked to, but told me multiple times that anything over \$50 the insurance would pay, but I was told from my, uh, doctor's office that anything under \$50 they would pay it. Okay, hold on. And you said that was a month ago, right? Yeah. Okay. So may I put you on hold just for a minute while I verify that information or at least check the notes here on the system? Yes. Okay. I'll be right back with you. Mm-hmm. Okay. Thank you. Mm-hmm. Hello, Ms. Wilson? Yes, I'm here. Thank you for waiting. Okay. Here we go. Uh, there is a call on August. I did answer that call and the information provided was, uh, member did call to verify and confirm if she was enrolled in benefits. Information was provided. Member was informed to wait for company system making deductions. Coverage activation, policy number and ID card delivery information was provided to member. That was a- Mm-hmm. ... what was talk on that, eh, on that call. The next call was on October the 2nd and it says, "A member never received hospital indemnity and dental, eh, benefit card. Eh, they were sent by email. Member did not want a mail order. Provide APL phone number to know if an outpatient surgery will be covered," and it, it was transferred to career. No further action. So the worst- Okay. ... I told you, eh, that would be coverage and how much it was not. It was APL. Okay. So I need to speak them? Yes. If you want, I can give you their phone number and transfer your call with them. Call with... Yeah, that, that would be great. Just let me know whenever you're ready to

write down their phone number, please. I'm ready. Okay. It is 800-256-8606. Okay, so it's 800-256-8606. Yes, ma'am. And let me transfer your call with them, okay? Okay. Thank you so much. You're more than welcome. Before I do that, is there anything else that I can help you with? Uh, that will be it. Thank you. All righty, Ms. Wilson. Thank you for calling Benefits NetCard. Have a wonderful day. You too. Thank you, ma'am.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits NetCard. My name is Sarah, and I have your ... I'm sorry, what did you say? I say, we are Benefits NetCard. ... card. Thank you very... How may I help you today, ma'am? Um, I got like a issue with my health insurance. Um, so I go every three months and I get a outpatient surgery procedure done and I had called a couple, I believe like a last month to make sure that my insurance would cover it and the lady I talked to re- uh, assured me multiple times that my insurance will cover it 'cause I asked her if I needed to upgrade my insurance or what I needed to do to make sure that it will cover my outpatient or inpatient or whatever procedure it's called and... and come to find out, it doesn't cover it. Okay, let me check your account. Eh, may I have please the name of the agency and the last four of your Social? Um, uh, it is The Resource and my so- last four of Social is 4904. Thank you very much. And I guess for security purposes, can you please verify your address and date of birth? My address is 1061 Melrose Court, East Bend, 27018, North Carolina and then... What was the other question? Your date of birth and address. 4/20/2000. Email hopwilson2000@yahoo.com? Yes, that's it. Uh, phone number is 336-466-8290? Yep, that's it. Okay, thank you very much. Let me review the information here on the file. You say it was like three months ago? No, it was like last month before I scheduled my, uh, procedure and um, I got a call Friday saying that the procedure wasn't going to be covered. Only \$60 was going to be covered, but the lady I talked to told me multiple times... I'm not sure who I talked to, but told me multiple times that anything over \$50 the insurance would pay, but I was told from my, uh, doctor's office that anything under \$50 they would pay it. Okay, hold on. And you said that was a month ago, right? Yeah. Okay. So may I put you on hold just for a minute while I verify that information or at least check the notes here on the system? Yes. Okay. I'll be right back with you. Mm-hmm. Okay. Thank you. Mm-hmm. Hello, Ms. Wilson? Yes, I'm here. Thank you for waiting. Okay. Here we go. Uh, there is a call on August. I did answer that call and the information provided was, uh, member did call to verify and confirm if she was enrolled in benefits. Information was provided. Member was informed to wait for company system making deductions. Coverage activation, policy number and ID card delivery information was provided to member. That was a- Mm-hmm. ... what was talk on that, eh, on that call. The next call was on October the 2nd and it says, "A member never received hospital indemnity and dental, eh, benefit card. Eh, they were sent by email. Member did not want a mail order. Provide APL phone number to know if an outpatient surgery will be covered," and it, it was transferred to career. No further action. So the worst- Okay. ... I told you, eh, that would be coverage and how much it was not. It was APL. Okay. So I need to speak them? Yes. If you want, I can give you their phone number and transfer your call with them. Call with... Yeah, that, that would be great. Just let me know whenever you're ready to

write down their phone number, please. I'm ready. Okay. It is 800-256-8606. Okay, so it's 800-256-8606. Yes, ma'am. And let me transfer your call with them, okay? Okay. Thank you so much. You're more than welcome. Before I do that, is there anything else that I can help you with? Uh, that will be it. Thank you. All righty, Ms. Wilson. Thank you for calling Benefits NetCard. Have a wonderful day. You too. Thank you, ma'am.